Bridging Generations at Work

A 2-day in-house training for corporations and government organizations

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CIDB Registered CCD Training Provider (CIDB-PLCCD20240506-321)

Course Objectives

- Treat generational differences as a lens for understanding, not a label
- Recognise behavioural styles and adapt communication to each person
- Communicate across generations with the right channel, tone and feedback
- Turn generational friction into agreed team norms and knowledge sharing
- Manage workplace conflict constructively using proven conflict-handling modes

Who Should Attend

Managers, supervisors, HR professionals and team members in corporations and government organisations

Module Outline

Module 1: Understanding the Different Generations

- Age, period and cohort effects
- Strengths and blind spots across generations
- Two-way knowledge transfer and ageism

Module 2: Identify Your Interpersonal Skills Group

- DISC as a language, not a label
- The four behavioural profiles
- Adapting communication to each style

Module 3: Effective Verbal Communication

- Ethical persuasion and empathy
- Active listening with ASAS and LISTEN
- Choosing the right style and channel

Module 4: Communicating Effectively Across Workforce Generations

- Channels, speed, formality and context
- Feedback, authority and collaboration
- Turning preferences into work agreements

Module 5: Managing Workplace Conflict Constructively

- The four levels of workplace conflict
- The Five Employee Personas
- Thomas-Kilmann modes and Kraybill's styles

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Contact Us (Tap on Icon):

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